

ASSURANCE STATEMENT 2020

GWHA's Management Committee has the necessary level of assurance to report compliance with the regulatory requirements of Chapter 3 of the Regulatory Framework; the Standards of Governance and Financial Management; and the Constitutional Requirements for RSLs.

Our Statement is corroborated by a robust strategic management and governance framework including performance bench-marking, routine risk review, and compliance self-assessment against legislation, regulatory requirements and best practice. Independent specialist advisors support complex decision-making, with systems and external audit providing additional scrutiny and validation. Management Committee Meetings are presently facilitated through digital media, ensuring continuity of governance.

Quarterly independent monitoring of service satisfaction, and reports from our consultation and engagement measures are reflected in our decision-making; and feedback and learning from complaints support our culture of continuous improvement. Revised Rules, based upon the SFHA Charitable Model Rules (Scotland) 2020, were approved by our Membership at a Special General Meeting in August 2020.

The global pandemic and associated disruption to our services has been wide-reaching, and, in the context of this unprecedented operating environment, the pace of recovery, as set out in our Action Plans, is assessed by the Management Committee to be appropriate and proportionate; and we are satisfied that areas of non-compliance are not material. Consultation on post-pandemic service delivery is underway and will inform the journey towards our vision of *shaping thriving communities*.

We recognise that we are required to notify the Scottish Housing Regulator of any changes in our compliance during the year, and we are assured that the appropriate arrangements are in place should this be necessary.

Joe Heaney (Chairperson)
On behalf of GWHA's Management Committee
Management Committee Meeting: Tuesday, 24th September 2020